

A Library Card as Big as Texas: **The TexShare Card Program**

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Presenter

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Agenda

- TexShare Consortium
 - Overview
 - Programs
 - TexShare Card Program
 - TexShare Card Participation Agreement
 - TexShare Card Lending Policies
 - TexShare Card Procedures

About TexShare

- Multitype statewide library resource sharing consortium
 - Proposed in 1988 as a consortium of public four-year academic and medical libraries
 - 53 founding members
 - First funded in 1994 by Texas Higher Education Coordinating Board
 - In 1999, public libraries added and administration moved to Texas State Library and Archives Commission



TexShare Mission

- TexShare employs traditional and innovative strategies to improve library resource sharing in Texas.
- TexShare maximizes the effectiveness of library expenditures by enabling libraries to:
 - share staff expertise
 - share library resources in print and electronic formats, including books, journals, technical reports, and databases
 - pursue joint purchasing agreements for information services
 - encourage cooperative development and deployment of information resources and technologies



TexShare Membership

- Membership set by statute
 - Accredited public libraries: 535*
 - Public colleges and universities: 37*
 - Academic Medical Center Libraries: 10**
 - Private colleges and universities: 45**
 - Community and Junior Colleges: 59**
 - Libraries of Clinical Medicine: 3**

* Statutory members

** Eligibility criteria defined by statute and administrative rule



TexShare Programs

- TexShare Databases Program
 - TexShare Core Database Package
 - TexSelect Databases
 - StatRef, American Chemical Society, EBSCO
 - SCELIC/TexShare partner resources
- TexShare Borrowing Card Program
- TexShare ILL Protocol
- Grants & Support
 - TexTreasures digitization grants
 - TExpress Courier Subsidy (Amigos)

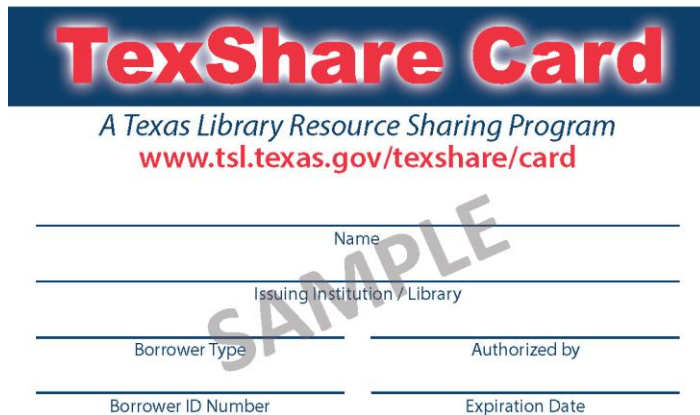


TexShare Governance

- Twelve member Advisory Board
<https://www.tsl.texas.gov/texshare/advisoryboard.html>
- Six Working Groups
<https://www.tsl.texas.gov/texshare/workinggroups.html>
 - Card
 - Courier & ILL Protocol
 - Database Cost Sharing
 - Discovery
 - Electronic Information (Databases)
 - Texas Collections (TexTreasures)



TexShare Card Program



TexShare Card
A Texas Library Resource Sharing Program
www.tsl.texas.gov/texshare/card

Name

Issuing Institution / Library

Borrower Type

Authorized by

Borrower ID Number

Expiration Date

SAMPLE

TexShare cards provide your library patrons with the privilege to visit more than 500 libraries and branches throughout the State of Texas and check out materials. The goal of the TexShare Card Program is to improve library service to Texans by making each library's materials available to the greatest number of users.

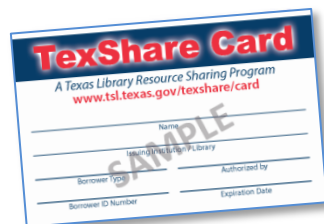


TexShare Card Program

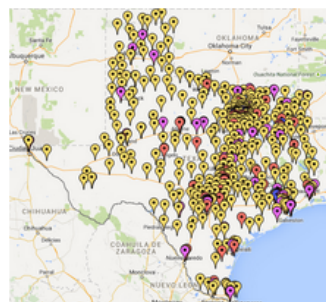
https://www.tsl.texas.gov/texshare/librarianinfo_card.html

- Statewide reciprocal borrowing card
- Participation is voluntary
 - Not all TexShare member libraries participate (but 565 do!)
- Libraries that participate agree to both issue and accept TexShare cards
- Individual card issuance and lending policies are determined by each library
- Annual usage reporting requested





**Order TexShare Cards or Flyers
Your Library at No Charge:**
texshare@tsl.texas.gov
in-state toll-free:
800-252-9386



[Participating Libraries](#)



[TexShare Card FAQ for Patrons](#)

TexShare Card FAQ for Librarians

Already in the CARD program? [Skip ahead](#)

Why Should My Library Offer TexShare Cards to Our Patrons?

TexShare cards provide your library patrons with the privilege to visit more than 500 libraries and branches throughout the State of Texas and check out materials. The goal of the TexShare Program is to improve library service to Texans by making each library's materials available to the greatest number of users.

How Do I Sign Up My Library for the TexShare Card Program?






1. Read the [TexShare CARD Participation Agreement](#).
2. [Complete the online application form](#).
This form is for library directors. If you're a library patron who wants a TexShare Card, see the [Patron FAQ](#).
3. Be sure to designate your TexShare Card Program Liaison. This liaison may or may not be the library director.
4. Complete your library's TexShare Card Lending Policy using the prompts on the form. You may wish to use [Find-A-Library](#) or the [TexShare Card map](#) ([map instructions](#)) to view other libraries' lending policies.
5. After completing the online application, **print out the [Participation Agreement form](#)**. Complete the necessary information, sign it and mail it to:
TexShare
Texas State Library and Archives Commission
PO Box 12927
Austin, TX 78711-2927

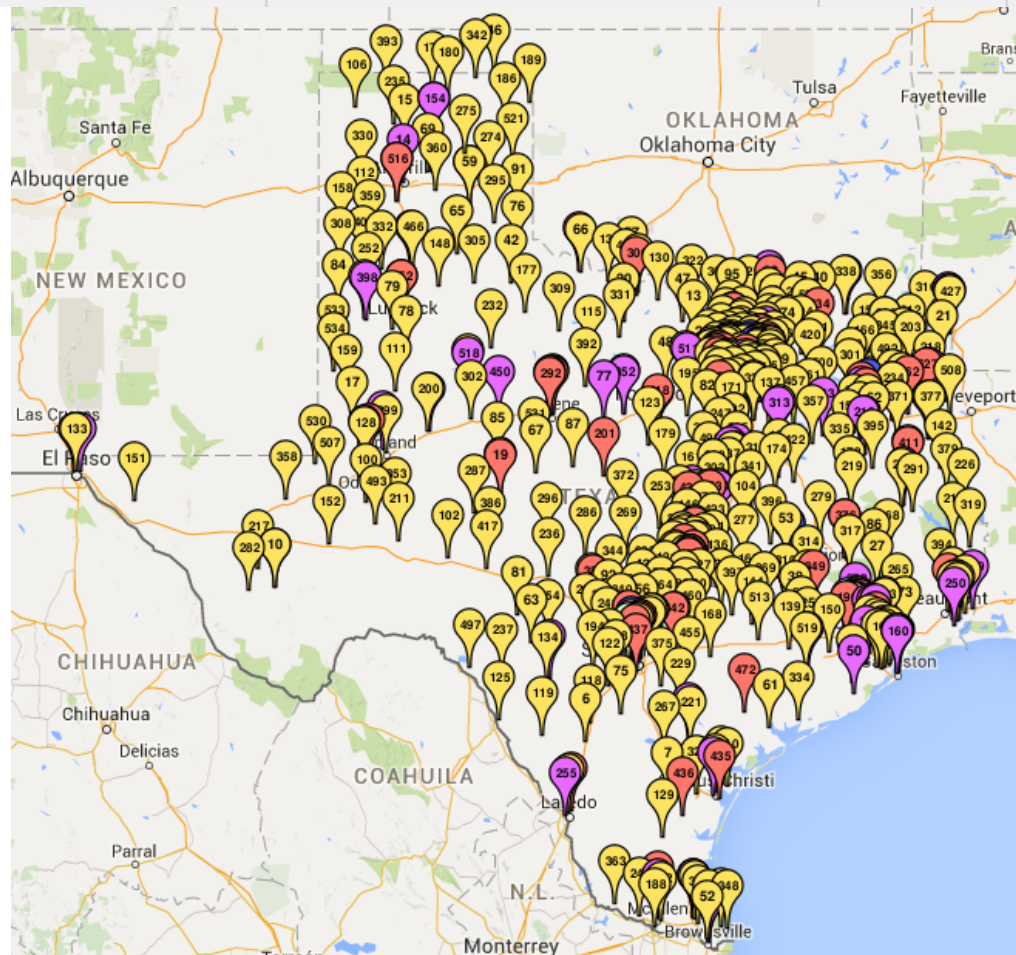
How Soon Can I Begin Issuing TexShare Cards?

On receipt of the signed form, TexShare will post your library's Card Lending Policy online, and staff will send you an initial shipment of TexShare Cards and informational brochures. There is no charge for these materials. You may begin issuing cards as soon as you receive your stock of them. Additional cards and brochures are available upon request.



TexShare Card Participants

☒ Academic - 4 Year  ☒ Academic - 2 Year  ☒ Academic - Medical/Health Science  ☒ Public  ☒ Library of Clinical Medicine 



<http://www.zeemaps.com/view?group=1320397&x=-98.946539&y=31.631213&z=12>

Who Uses the TexShare Card?

- Patrons from smaller public libraries wanting to borrow items from a nearby larger public library
 - New releases, audiobooks, videos
- Patrons from public libraries and smaller academic libraries needing to borrow/use a specific item or items available from a larger academic library
 - ILL alternative, depending on how quickly the patron needs the material



TexShare Card Limitations

- The TexShare Card generally can't be used to access electronic resources available from another library
 - Non-resident card may be an option
- The TexShare Card cannot be used to avoid paying fines or fees at the home library
 - Patrons with fees are not eligible
- The TexShare Card cannot be used indefinitely
 - Recommended minimum expiration period: three months
 - Maximum expiration period: twelve months (one year)
 - Patron must return to your library to renew the card after it expires
- Individual libraries may place additional limitations on the privileges of TexShare Card users.



How to Join



1. Read the TexShare CARD Participation Agreement, <http://www.tsl.texas.gov/texshare/cardagree.html>.
2. Complete the online application form: <https://www.tsl.texas.gov/texshare/forms/lendingpolicy/index.php>.
3. Be sure to designate your TexShare Card Program Liaison. This liaison may or may not be the library director.
4. Complete your library's TexShare Card Lending Policy using the prompts on the form. You may wish to use [Find-A-Library](#) or the [TexShare Card map](#) to view other libraries' lending policies.
5. After completing the online application, **print out the Participation Agreement form**. Complete the necessary information, sign it and mail it to:

TexShare
Texas State Library and Archives Commission
PO Box 12927
Austin, TX 78711-2927



TexShare Card Participation Agreement

- Introduction
- Agreement
 1. Scope
 2. Privileges
 3. Responsibilities of Borrowers
 4. Responsibilities of Libraries
 5. Identification of Eligible Borrowers
 6. Liaison and Problem Resolution
 7. Review and Assessment



TexShare Card Agreement: Introduction

The TexShare libraries, adopting a common goal to promote and facilitate access to information, communication, and research among their communities, will extend free reciprocal borrowing privileges to each other's patrons, so they may have direct, personal access to materials that are not available at the home library. The covenants listed below are intended to accomplish this goal. This Agreement became effective March 10, 2000.

Several points should be emphasized before the covenants of this Agreement are set forth:

- The covenants are intended to be minimums. Any TexShare library is free to expand the privileges it wishes to offer, but it should not do so in the expectation that other libraries will do likewise.
- This Agreement is not intended to supplant other agreements between or among libraries, nor is it intended to be the only agreement of this kind which is permitted between or among libraries of like interest or common concern.
- It is hoped that the on site privileges extended to a borrower from another library will be as close as possible to the privileges the lending library extends to its own borrowers.
- This Agreement should in no way be interpreted as conferring rights on any borrower. The agreement is for privileges that may be revoked at any time by the borrower's home library or withheld by the lending library.



TexShare Card Agreement: Privileges

An eligible patron of a TexShare library may use the collections of any TexShare library on site, and, **upon completion of the borrower's agreement and with proper identification**, borrow materials that they may take away with them. **Any individual known to have outstanding charges at his/her home library may be denied the right to participate in the TexShare Card program.**

Participating libraries have agreed to honor the TexShare card. While **libraries may implement their own policies and procedures for lending to TexShare borrowers**, and may set different lending policies for these categories of users (public, undergraduate student, graduate student, faculty, staff), **participants may not establish policies which have the effect of prohibiting use by patrons from any type of TexShare member library (academic or public).**



TexShare Card Agreement: Library Responsibilities

- **Lending Policy**

- Each library will maintain on the TexShare Web a current record of privileges and limitations applicable to this Agreement, including collections or types of materials not subject to the borrowing privileges conferred under this Agreement, so a prospective borrower may become acquainted with the regulations of the lending library.

- **Issue and Honor TexShare Cards**

- Eligible borrowers may request from their home library an authorized TexShare Card to present as identification at other TexShare libraries. Libraries may refuse to issue TexShare Cards to borrowers with outstanding charges at their home library or outstanding charges at any other TexShare library.
- Cards and supplies available from Texas State Library and Archives Commission **AT NO CHARGE**
 - TexShare@tsl.texas.gov
 - (800) 252-9386

- **Maintain data about Card usage**

- Number of cards issued to home library's borrowers
- Number of cards accepted from visitors from other libraries
- Number of items circulated
- Number and amount of lost items



TexShare Card Lending Policies

- Form to create or update Lending Policy at <https://www.tsl.texas.gov/texshare/forms/lendingpolicy/index.php>
- Components:
 - Information about the library
 - TexShare Card liaison – will be used for all program contacts and listed on the website
 - Lending Policy elements:
 - Consider both how your patrons will get a TexShare Card to use at another library and how patrons with TexShare Cards from other libraries can use your collections
- Completed Lending Policies are available from Find-A-Library, <https://www.tsl.texas.gov/texshare/libsearch/index.php>



Lending Policy Elements

- Restrictions/Limitations
- Eligibility
- Check-out Card Availability
- Hours of Operation
- Renewals
- Returns
- Overdue Reminders
- Recalls
- Non-circulating Items
- Loan Policies
- Fines and Fees
- Lost Items
- Billing Information
- Additional information on circulation policies and procedures



Sample Lending Policy

<https://www.tsl.texas.gov/texshare/libsearch/searchResults.php?orgId=643&listLendingPolicies=yes>

Lending Policy for Houston Public Library

Contact Information:

Name: Fred Schumacher

Phone: (832) 393-2222

Fax: (832) 393-1575

E-mail: [Contact by Email](#)

Limitations: A maximum of ten items may be checked out on a TexShare card. A maximum of five DVDs may be checked out on a card at a time. Check out limits for laptops, tablet computers and gaming equipment are the same as those that apply to other borrower cards. Most items may be renewed once; items on hold are not eligible for renewal. Borrowing privileges are suspended when the amount due reaches \$10 and are restored when the amount due is paid. Accounts submitted for collection are blocked from use until the amount owed is fully paid.

Eligibility: Houston Public Library (HPL) issues TexShare cards to HPL customers who meet the following criteria:

1. The customer is a resident of the City of Houston.
2. The customer has a current HPL borrower card that is at least six months old and is in good standing.
3. The customer has submitted a completed, signed Houston Public Library TexShare Card Agreement.

The following apply to customers who present TexShare cards issued by other libraries to gain access to HPL collections:

1. Residents of the State of Texas are eligible to receive a Houston Public Library borrower card free of charge and need not apply for an HPL TexShare borrower account.
2. A customer who wishes to register for an HPL TexShare borrower account may do so by presenting a current TexShare card issued by the customer's home library along with a completed Houston Public Library Card registration form to the Circulation Administration Office at the Central Library, 500 McKinney Street, Houston, Texas.
3. Identification and residency verification is required. Preferred identification is a Texas Driver's License or Texas ID. Alternate identification confirming residency is acceptable. Out-of-state driver's license or alternate identification including name and address is acceptable.
4. TexShare cards with altered or marked out information will not be accepted.
5. HPL TexShare borrower accounts expire on expiration date printed on the TexShare card issued by the customer's home library.

Hours: The Central Library is open:

Mon-Thurs: 10 am - 8 pm

Fri-Sat: 10 am - 5 pm

Sun: 1 pm - 5 pm

Card Availability: TexShare cards are issued at the Central Library (500 McKinney) and at branch libraries during the Library's open hours. TexShare cards are valid for one year from the date of issue.

Renewals: Customer self-renewal is available through e-services Personal Account Information and Renewal. You may also renew by phone by calling the Library's 24-hour renewal line (832-393-2280). You must have your library card number to renew by phone. Items for which renewal is requested will be renewed for three weeks from the date of renewal. Some items (e.g. bookable items, items with holds pending, items already renewed once) are not eligible for renewal.

Returns: Borrowers may return items to the circulation desk at any Houston Public Library location. All library locations also have book drops for after-hours returns. Borrowers may also return materials through TExpress Courier Service (Attn: Circulation Dept.).

Overdues: The Library sends an overdue notice at three days and at two weeks after the due date. If the item is still overdue, the Library sends a billing notice thirty days after the due date. Notices are distributed by email if the customer record includes an email address, or by automated telephone message. Bills are distributed by US Mail. Notices are a courtesy for the customer; the fine or fee is due even if a notice is not received. Accounts on which \$25.00 or more are owed may be sent to a collection agency. An additional collection agency fee is added to each account sent to collection.

Recalls: The Library does not recall material. However, items on hold are not eligible for renewal.

Non_Circ_Items: Items in reference collections are not available for circulation. Items in special collections including Texas and Local History Dept., Clayton Library Center for Genealogical Research, Houston Metropolitan Archives, are not available for circulation.

Loan Policies: The standard loan period is three weeks. Most items may be renewed once for another three weeks. The maximum loan period, including renewal, is six weeks.

Fines: The overdue fine for most adult and young adult items is 20 cents per day and 10 cents per day for most juvenile items. The overdue fine for bookable items is \$1 per day per item. The maximum overdue fine on cataloged items is \$10 (\$5 on uncataloged items).

Lost Items: If library materials are not returned within six weeks of the due date, you will receive a billing notice from the Library. In addition to the cost of the lost material, you will be charged a \$10 non-refundable processing fee for each cataloged item (\$5 for each uncataloged item) that is lost, plus any outstanding overdue fines. The same charges apply to items returned with serious damage. Upon return of the overdue/billed item, the replacement cost and processing fee are cancelled; any accrued overdue fine remains due.

How Do I Issue A TexShare Card?

- Issue only to registered patron or staff member at your library
 - Patron must be in “good standing”
 - If you have a probation period, you should not issue cards to patrons on probation
 - Do not issue cards to patrons with unpaid fines
 - You may choose not to issue cards to non-resident patrons
- Fill out card

*Typed or legibly hand-written in permanent ink,
no corrections or cross-outs*

 - Patron Name / Library Name
 - Borrower Type (Faculty, Student, Staff, etc.)
 - Borrower ID Number (barcode)
 - Authorized by (Staff member name or initials)
 - Expiration date (maximum 1 year)
- Patron must sign and date on back

TexShare Card
A Texas Library Resource Sharing Program
www.tsl.texas.gov/texshare/card

Name _____

Issuing Institution / Library _____

Borrower Type _____

Borrower ID Number _____

Authorized by _____

Expiration Date _____



How Do I Honor a TexShare Card?

- Borrower must present valid TexShare Card plus appropriate ID
 - Check expiration date
 - Card should not have any corrections or cross-outs
 - Card must be signed and dated by the borrower
- Most libraries ask patron to complete standard card application form
 - Enter patron type as TexShare (depending on system)
 - Use expiration date on card; note patron's home library in record
- No fee for a patron to use a TexShare Card!
- To report a problem or revoke a patron's privileges:
 - Email TexShare@tsl.texas.gov or contact patron's home library
 - Use the TexShare Card list at <https://lists.tsl.state.tx.us/mailman/listinfo/texshare-card>



What If a Borrower Loses Items?

- Borrowers agree to pay fines or any other charges assessed by the lending library, including, but not limited to, charges incurred as the result of late return, damage, or loss of materials.
- Lending libraries must take available and appropriate actions, including timely notification to the home library, to recover payment from delinquent borrowers.
- Home libraries will employ available and appropriate means to recover payment from borrowers if lending libraries are unsuccessful in recovering such charges. Home libraries will take appropriate action with regard to delinquent borrowers, including suspension of privileges extended under this agreement or any other measures deemed appropriate and consistent with local library practice.
 - Send notice to <https://lists.tsl.state.tx.us/mailman/listinfo/texshare-card>
- If lending libraries fail to receive payment from borrowers for lost or damaged materials, home libraries will reimburse lending libraries for obligations outstanding longer than six months. Reimbursement will cover the cost of materials only.



What Records Should I Keep?

- Annual Card Statistics Survey (for State Fiscal Year, Sept. 1 – Aug. 31)
 - How many TexShare Cards did you give out to your library's patrons?
 - How many visitors with TexShare Cards requested borrowing privileges?
 - How many items did you circulate to TexShare visitors from other libraries?
 - How many items did your library lose to TexShare visitors?
 - What was the total dollar value of the materials you lost to TexShare visitors?
 - For the items that your library lost to TexShare visitors who did not return them, how many were paid for by the visitors' home libraries?
 - What is the total amount you received from other libraries in payment for materials you lost to TexShare visitors?
 - How much did you have to pay to other libraries because your patrons used the TexShare Card to check out materials that they did not return?



Ways to Keep TexShare Card Records

- Library Catalog
 - Create category for “TexShare Card Patron”
 - Add note for TexShare Cards issued to your patrons; include expiration date, staff member who issued card
 - Add lost items and fines reported by other libraries to patron’s record
- Paper log
 - Number of TexShare Cards issued to your patrons
 - Fees and lost items reported to patrons’ home libraries (formal invoices after 6 months)
 - Fees paid to other libraries to replace lost items (if any)



TexShare Card Statistics 2014-2015

	PUBLIC LIBRARIES	ACADEMIC LIBRARIES + MEDICAL LIBRARIES	TOTAL
# LIBRARIES REPORTING	295	130	425
NUMBER OF CARDS ISSUED TO PATRONS	12,814	9,034	21,848
VISITORS FROM OTHER LIBRARIES	7,483	4,312	11,795
NUMBER OF ITEMS CIRCULATED TO VISITORS	143,183	99,720	242,903
NUMBER OF ITEMS LOST BY VISITORS	648	116	764
VALUE OF ITEMS LOST BY VISITORS	\$13,062.73	\$6,487.70	\$19,550
LOST ITEMS PAID FOR BY HOME LIBRARIES	3	38	41
AMOUNT RECEIVED FROM HOME LIBRARIES	\$66.98	\$2,002.55	\$2,070
AMOUNT PAID TO OTHER LIBRARIES	\$1,694.69	\$0.00	\$1,695



Contact Us

- *At the heart of TexShare is the synergy that occurs when librarians work together to serve customers in diverse ways.*
- TexShare
 - TexShare@tsl.texas.gov
 - (800) 252-9386
- Danielle Cunniff Plumer, Statewide Resource Sharing Coordinator
 - dplumer@tsl.texas.gov
 - (512) 463-5433

